



Please make sure your
microphone on your
computer or phone is **muted**.

We will be starting in a few moments.
Thank you

VA



U.S. Department
of Veterans Affairs

Wilmington VA Virtual Veteran Town Hall

February 24, 2022



Agenda

- ❖ Director Updates
 - ❖ What is the AIR Commission?
 - ❖ Governors Challenge
 - ❖ Contacts at the CBOCs
- ❖ Self-Scheduling & MyHealthVet
- ❖ BeneTravel Self Service Demonstration
- ❖ Updates to Appointment Reminders (Postcards)
- ❖ Annual Report
- ❖ Upcoming Events



Wilmington's Focus FY 2022

Exceptional
health care to
promote the
health and
well-being of
Veterans.

1. Putting Veterans first by providing quality care every day in every service.
2. Ensuring our employees have a good place to work.
3. Developing and sustaining a culture of safety, quality and excellence. (Do no harm)
4. Walk the talk in a respectful and collaborative manner.
5. Leadership focused on creating a culture that is passionate about innovation and continuous learning.



AIR Commission Update

WHAT IS THE AIR COMMISSION, AND HOW COULD IT HELP IMPROVE VA HEALTH CARE?



NEXT POST

IT'S UP TO VETERANS TO HOLD CONGRESS ACCOUNTABLE ON ENDLESS WARS

The United States is poised to end its involvement in the war in Afghanistan after nearly 20 years of combat....





Asset and Infrastructure Review (AIR) Commission.

- VA Mission Act provides for a full review of the VA's facilities to assess how the department is serving veterans and what improvements it can make. That review will be done by a Senate appointed panel of experts called the Asset and Infrastructure Review (AIR) Commission.
- SECVA has extended the time period to review and then brief congress on recommendation
- Will cover in future Town Halls

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Governors Challenge



Know who to talk to at your CBOC:

Richard Cetkowski
Nurse Manager – Vineland
302-994-2511 x6557

Lisa D'Adamo
Acting Nurse Manager – Northfield
302-994-2511 x5004

Kelly Craig
Nurse Manager – Cape May
302-994-2511 x5327

Laura Shockley
Nurse Manager – Georgetown
302-994-2511 x2314

Saino Henries
Nurse Manager – Dover
302-354-0414

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Self Scheduling & MyHealthVet

Mary Gallagher
Monique Caldwell



My HealtheVet Update Wilmington DE VA Medical Center





My HealthVet

www.myhealth.va.gov



My Health, My Care: 24/7 ^{Online} Access to VA

Call the National MHV Help Desk Available M-F, 8 AM-8 PM

1.877.327.0022

Call the National MHV Help Desk regarding issues with your account such as:

- ***Not seeing your appointments on MHV***
- ***Forget User ID/Forget Password***
- ***Do not remember your Hint Answers when trying to recover your User ID or Password***
 - ***Hint answers are case sensitive***
 - ***You need to answer both hint questions but only get one correct to recover User ID and reset Password***



My HealthVet

www.myhealth.va.gov



My Health, My Care: 24/7 ^{Online} Access to VA

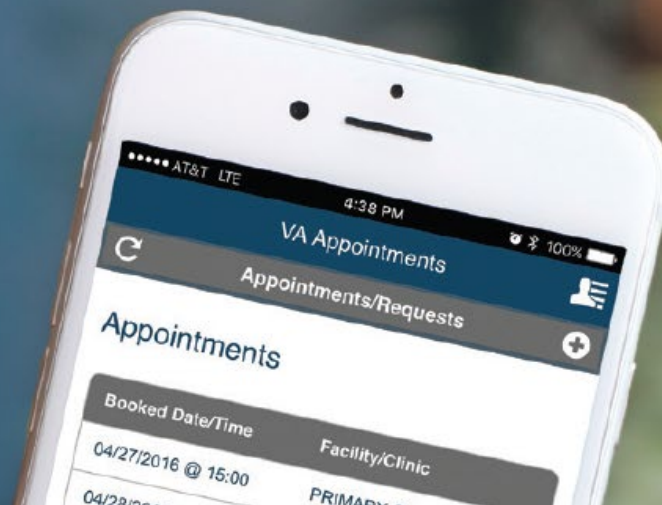
New secure log-in coming March 21, 2022
All to make Veterans MHV accounts Secure

- ID.me is a new sign in partner
- Login.gov is another new sign-partner:
'coming soon'
- ***ID.me has a Help Desk to call:***
 - (814) 436-4363 (Local)
 - (855) 927-4363 (Toll-Free)



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VA Mobile



VA Online Scheduling Tool

- *Mary Gallagher, MSN , RN, CCRN*
- *MHV Coordinator & Secure Messaging Administrator*
 - *and*
 - *Monique Caldwell*
- *Facility VA Online Scheduling Point of Contact*
 - *Program Application Specialist*
- *Automated Data Processing Application Coordinator*

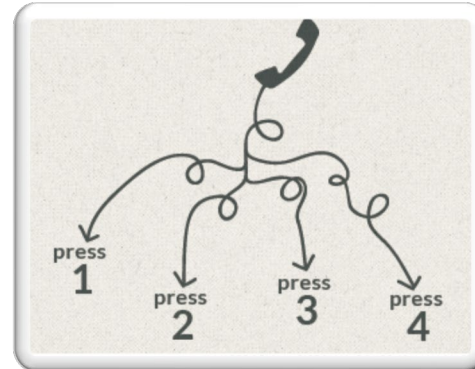




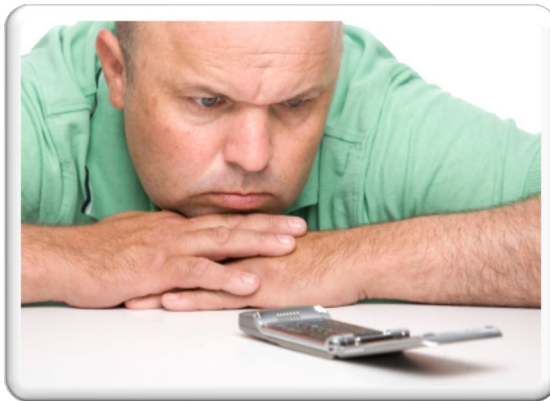
What is the Veteran experience when scheduling an appointment?



Frustrating calls



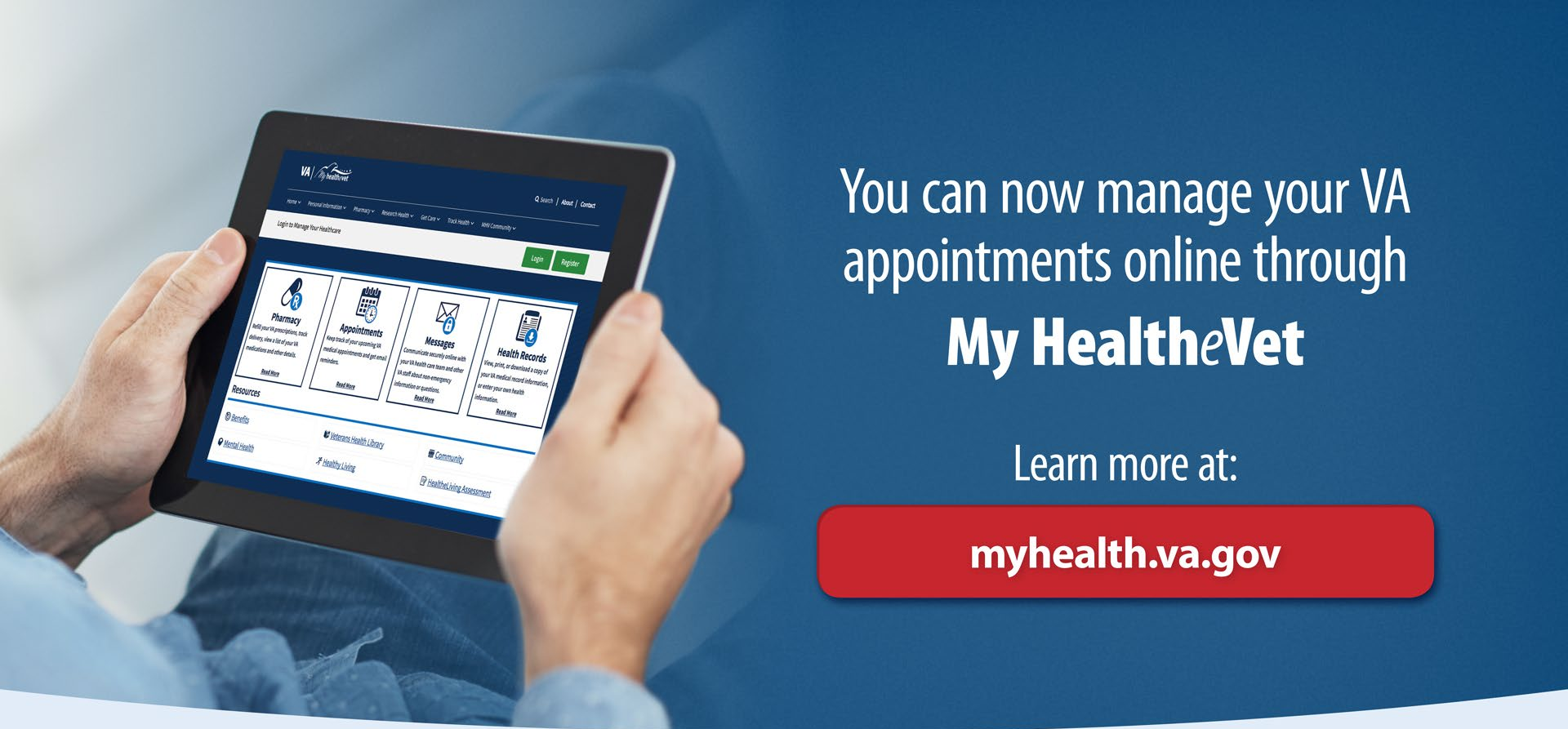
Getting lost in phone trees



Waiting long periods on hold



Feeling no control,
limited options



You can now manage your VA appointments online through
My HealthVet

Learn more at:

myhealth.va.gov



VA

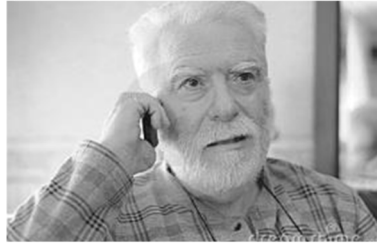


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VA Online Scheduling *OVERVIEW*



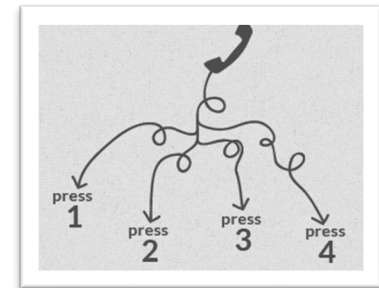
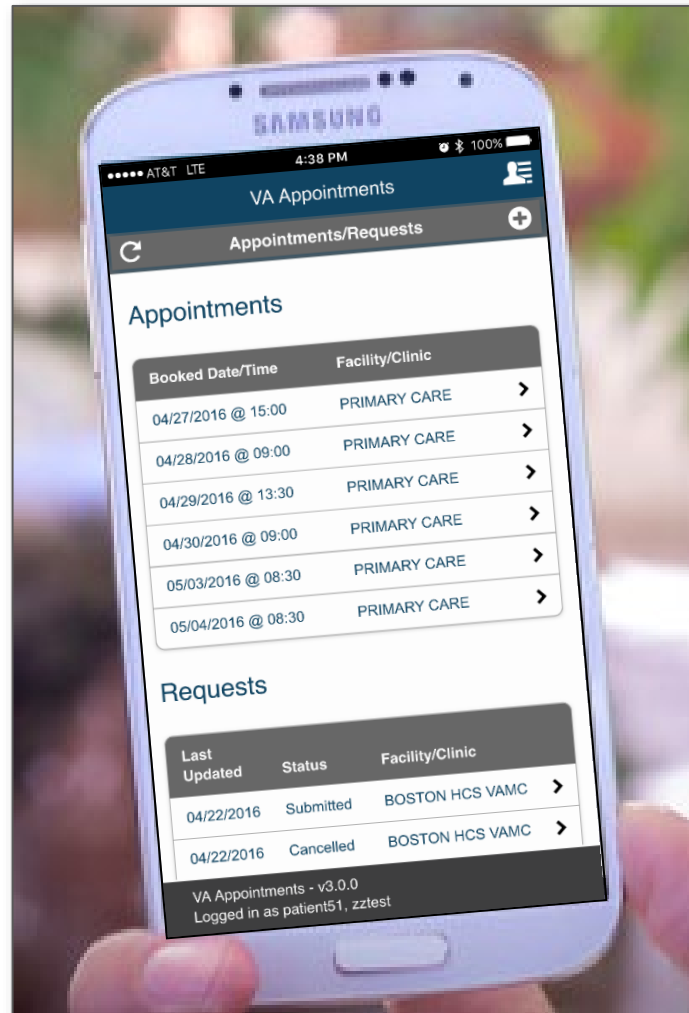
A mobile application can schedule appointments with comfort, ease, timeliness & transparency



No calling



No waiting



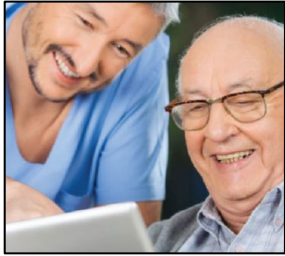
One stop



**Control over
available options**



VA Online Scheduling Benefits Veterans and staff with more control & efficiency



CONTROL

- Self scheduling and convenient requesting
- Expanded options



EFFICIENCY

- Faster process for scheduling
- Schedulers control when they process requests
- Fewer phone calls to VA call centers
- Reduced 'No Shows' and Walk-ins



Services Available for VA Online Scheduling Requests

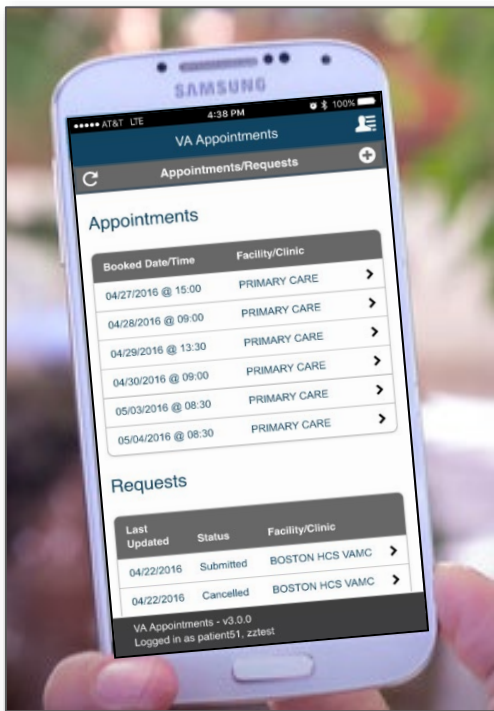


Primary Care & Mental Health & Audiology





Requirements for Veterans



- Access to a compatible internet browser
- Enrolled in VA healthcare
- **Must have a Premium My HealtheVet Account**
- Registered to a facility
- Assigned to a Primary Care Provider, BHS Provider or Audiology Provider



Access Information



With VA health care benefits, Veterans can schedule or request their VA **Primary Care Mental Health and Audiology** appointments online if they:

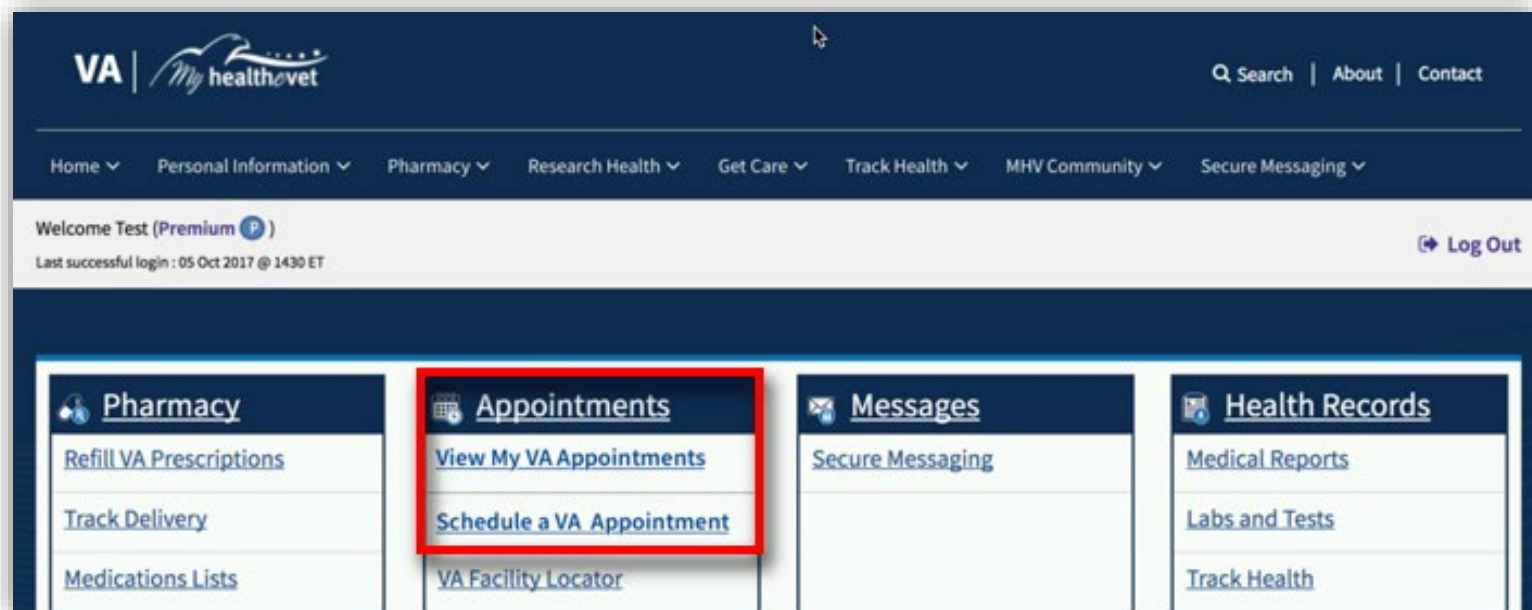
- Are scheduling your appointment with a [VA medical facility that accepts online scheduling](#), **and**
- Have had an appointment at that VA medical facility within the last 2 years, **and**
- Have a [My HealtheVet Premium account](#)
- If they can't use online scheduling, they can call the VA health facility where they want to receive care. [Find your VA health facility's phone number](#).

<https://mobile.va.gov/app/va-online-scheduling>



My HealthVet Integration

- If logged into My HealthVet with a premium account and eligible for online scheduling, the user has a single logon for both My HealthVet and the Online Scheduling Tool.
- The links are in the [Appointment](#) tile on the Home Page:
 - *View My VA Appointments*
 - *Schedule a VA Appointment*





Access to Schedule VA Appointments through e-Benefits & Vets.gov

Alternatively, Veterans can access this feature through other websites:

- Users in **e-Benefits** or **Vets.gov** can access the online scheduling tool through the VA Appointment module if they meet the criteria



- *Self Scheduling and Appointment Requests*





What are the key elements of each option?

Self Schedule an Appointment

- Self schedule through the VA Online Scheduling app
- Available for:
 - Veterans already established with a primary care and/or mental health provider
 - Primary Care appointments
 - Mental health appointments
 - Clinics where self-scheduling is made available

Request an Appointment

- Veteran provides up to three dates using VA Online Scheduling
- Appointments requests will be processed within 3 business days
- Available for primary care or mental health providers
- Only available for facilities where the Veteran is registered

Veterans should select a date close to any
Return to Clinic orders when applicable.



My HealtheVet

www.myhealth.va.gov



My Health, My Care: 24/7 ^{Online} Access to VA

Contact:

Mary Gallagher, MSN, RN, CCRN

My HealtheVet Coordinator

Secure Messaging Administrator

VA Apps

Wilmington DE VA Medical Center

Room 1232, 1st floor

(302) 994-2511, X 5849

mary.gallagher2@va.gov

Secure Message me on WIM-MHV Help Desk\$



VA Online Scheduling (VOS) & VeTexting

Contact:

Monique Caldwell

Program Application Specialist/ADPAC

VAOS Point of Contact

**VETEXT (text message appointment
reminder)**

Wilmington, DE VA Medical Center

Telework: Monday-Friday 0730-1600

Monique.caldwell@va.gov



Questions ????

- ***Concerning
My HealtheVet
or***
- ***VA Online
Scheduling
or***
- ***VeTexting***



VA



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BeneTravel Self Service

Ahia Linda McKeown



QUICK & EASY ACCESS TO THE TRAVEL PAY PORTAL

You can now use My HealtheVet to sign into the Beneficiary Travel Self-Support System (BTSSS) Travel Pay Portal



ACCESS TO BTSSS PAY PORTAL

Log onto **access.va.gov** & claim today!



STEP #1

Select **"I am a Veteran"** from the category list.



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AccessVA

Securing your Access to VA



[AccessVA Home](#) | [About AccessVA](#) | [Contact Us](#)

Welcome to AccessVA. A solution for accessing VA's online services.

Click your category to see available applications you can sign in with:

I am a Veteran

I am a Family Member

I am a Service Member

I am a VA Business Partner

I am a VA Employee or Authorized Contractor



STEP #2

Click the “**Veteran Travel Claim Entry**” button.



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AccessVA

Securing your Access to VA

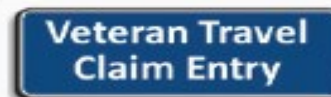


[AccessVA Home](#) | [About AccessVA](#) | [Contact Us](#)

Welcome to AccessVA. A solution for accessing VA's online services.

Click your category to see available applications you can sign in with:

I am a Veteran



I am a Family Member



STEP #3

Click the “**Sign in with My HealtheVet**” button.



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Securing your Access to VA



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Veteran Travel Claim Entry

Choose a secure VA Partner to sign into Veteran Travel Claim Entry:

Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)



Sign in with
DS Logon



Sign in with
VA PIV Card

ID.me

Sign in with
ID.me



Sign in with
My HealtheVet



Select another
VA website



STEP #4

Click the **“Accept”** button.



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Secure Login Redirect

You are being sent to a secure webpage on the My HealtheVet website to register or log in to your account. After you log in, you will be sent to Veteran Travel Claim Entry.

By continuing you agree to the [terms of VA System use](#).

Cancel

Accept



Sign in with
My HealtheVet

Select another
VA website



Travel Pay Portal Help Desk: 1-855-574-7292

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U.S. Department
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Wilmington VA Medical Center Travel Clerk

1(302)-994-2511 x4053, x4794, x7565, x4639



Beneficiary Travel Tips

- Veterans can use their MHV User ID and Password to log into Beneficiary Travel web site
- The web site is [AccessVA](#) or www.access.va.gov
- Beneficiary Travel is on Secure Messaging
- Travel Assistants : 302 994 2511 EXT 7565, 4639, 4797, 4053



Contact Information for Beneficiary Travel Department

Ahia (Linda) Mckeown
Supervisor Transportation Assistant

1601 Kirkwood Hwy
Wilmington, DE 19805

Office: 302-994-2511 x4062

Secure Message Bene-Travel on MHV
if you have any questions



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Appointment Reminder Notification Updates

Susana Cebula



Upcoming changes to appointment reminders

Attention Veterans

In an effort to reduce the no-show rates for medical appointments, new & improved Appointment Reminder Notices will be sent to our Veterans beginning February 7, 2022

Wilmington VA Medical Center
1601 Kirkwood Hwy.
Wilmington, DE 19701

Wilmington VA Medical Center

Wilmington VAMC

Call Center 87
Please call
1-800-461-4362
as soon as
possible to
reschedule your
appointment.

Your appointment details:

date: Tuesday, Dec 21, 2021
time: 9:55 AM

clinic: WILM-FACT WIL TEAM HP
location: WILMINGTON, DE VAMC
and Place

Please arrive at the clinic 15 minutes before your scheduled appointment. If you are more than 15 minutes late, you may be asked to reschedule the appointment. Please bring the bottles of all VA and non-VA medications you are taking, including prescribed, over-the-counter and herbal medications. Medical care is a scarce and valuable resource. If you are unable to keep the appointment please call 1-800-461-4362 use option 2 at least 24 hours in advance Monday - Friday from 8am - 4pm to reschedule the appointment.

ATTENTION: Everyone entering campus must wear a face mask. Please remember to bring one with you when coming on site for an appointment. If you do not have a mask, one will be provided.

Printed on 12/21/21 10:00 AM



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VA Wilmington Healthcare System

VA



U.S. Department
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Annual Report

Susana Cebula



Annual Report



<https://www.va.gov/wilmington-health-care/about-us/#annual-reports-and-newsletters>

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Open Forum

WOMEN'S VIRTUAL HEALTH CARE SUMMIT

Thursday April 7th

From 10 a.m. - 12:00 p.m.

Hosted by the

Wilmington VA Medical Center

Call in line:

1-872-701-0185, 104 612 533 #

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U.S. Department of Veterans Affairs

Veterans Health Administration
Wilmington VA Medical Center





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U.S. Department of Veterans Affairs
Veterans Health Administration
Wilmington VA Medical Center

VET HELP



We thank you for taking the initiative to help support Veterans experiencing hardships. Together we can provide easier access to life-saving resources.

Scan the QR code with your mobile device to help navigate VA resources available to Veterans. This contact information is designed to meet the needs of Veterans encountered by law enforcement and first responders.



Contacts

Paul Woodland	Cecilia Gonzalez, LCSW
Chief of Police	Homeless Program
Wilmington VA Medical Center	Wilmington VA Medical Center
302-300-0019	302- 824- 9322
Paul.woodland@va.gov	Cecilia.gonzalez2@va.gov



Patience, please: Due to a recent update to our Call Center/Scheduling system, Wilmington VAMC Call Center is experiencing unexpected outages. We are working to resolve the situation as quickly as possible. In case of a medical emergency, please call 911. Talk to a Veterans Crisis Line responder now at 1-800-273-8255 and press 1, send a text message to 838255, or chat online at <https://bddy.me/3IQQHMP> . To reach us regarding an appointment, call 302-994-2511. We apologize for the inconvenience.

